

Translating and Interpreting Service (TIS National) | adapted by the Office of the Independent Review Officer (IRO)
Schedule of service charges for Commercial clients (GST EXCLUSIVE) | Effective from 1 July 2023

Immediate phone interpreting

| Service | Qualifier ¹ | Details | Charge (inc GST) | Charge (ex GST) |
|-------------------------|------------------------|--------------------------------|------------------|-----------------|
| Phone interpreting | Standard hours | Per 15 minutes or part thereof | \$30.47 | \$27.70 |
| | After hours | Per 15 minutes or part thereof | \$39.38 | \$35.80 |
| ATIS phone interpreting | Standard hours | Per 15 minutes or part thereof | \$27.72 | \$25.20 |
| | After hours | Per 15 minutes or part thereof | \$36.63 | \$33.30 |

Pre-booked phone interpreting

| Service | Qualifier ¹ | Details | Charge (inc GST) | Charge (ex GST) |
|-------------------------------------------------------------------|---------------------------------------------------------------|--------------------------------------------|-------------------------|-------------------------|
| Phone interpreting | Standard hours | First 30 minutes or part thereof | \$82.06 | \$74.60 |
| | | Each additional 15 minutes or part thereof | \$22.55 | \$20.50 |
| | After hours | First 30 minutes or part thereof | \$95.70 | \$87.00 |
| | | Each additional 15 minutes or part thereof | \$33.38 | \$30.35 |
| | Ancillary tasks (including pre-reading) at a TIS office | Treated as an on-site job | see On-site rates below | see On-site rates below |
| | Ancillary tasks (including pre-reading) at interpreter's home | Add to actual interpreting time | Pre-booked rates | Pre-booked rates |
| | Cancellation (must be received in writing) | At least 24 hours prior to booking | No charge | No charge |
| Less than 24 hours prior to booking (charged for the booked time) | | Pre-booked rates | Pre-booked rates | |
| International conferlink call | - | - | Pre-booked rates | Pre-booked rates |

Video remote interpreting

| Service | Qualifier ¹ | Details | Charge (inc GST) | Charge (ex GST) |
|-------------------------------------------------------------------|---------------------------------------------------------------|--------------------------------------------|-------------------------|-------------------------|
| Video remote interpreting | Standard hours | First 30 minutes or part thereof | \$93.28 | \$84.80 |
| | | Each additional 15 minutes or part thereof | \$23.98 | \$21.80 |
| | After hours | First 30 minutes or part thereof | \$113.85 | \$103.50 |
| | | Each additional 15 minutes or part thereof | \$37.51 | \$34.10 |
| | Ancillary tasks (including pre-reading) at a TIS office | Treated as an on-site job | see On-site rates below | see On-site rates below |
| | Ancillary tasks (including pre-reading) at interpreter's home | Add to actual interpreting time | Video remote rates | Video remote rates |
| | Cancellation (must be received in writing) | At least 24 hours prior to booking | No charge | No charge |
| Less than 24 hours prior to booking (charged for the booked time) | | Video remote rates | Video remote rates | |

On-site interpreting

| Service | Qualifier ¹ | Details | Charge (inc GST) | Charge (exc GST) |
|-------------------------------------------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|------------------------------------|
| Standard on-site interpreting | Standard hours | First 90 minutes or part thereof | \$175.56 | \$159.60 |
| | | Each additional 30 minutes or part thereof | \$36.41 | \$33.10 |
| | After hours | First 90 minutes or part thereof | \$253.77 | \$230.70 |
| | | Each additional 30 minutes or part thereof | \$57.20 | \$52.00 |
| | Ancillary tasks (including pre-reading) at a TIS office or the interpreter's home | Treated as an on-site job | On-site rates | On-Site Rates |
| | Cancellation (must be received in writing) | At least 24 hours prior to booking | (No charge) | (No charge) |
| Less than 24 hours prior to booking (charged for the booked time) | | On-site rates | On-site rates | |
| Full day on-site interpreting | Minimum charge (based on when the job starts) | Per day (weekdays) | \$747.89 | \$679.90 |
| | | Per day (Sat, Sun or public holidays) | \$1052.26 | \$956.60 |
| | Standard hours | Per 30 minutes or part thereof, for both interpreting and travel time | \$36.41 | \$33.10 |
| | | After hours | Per 30 minutes or part thereof, for both interpreting and travel time | \$57.20 |
| | Cancellation (must be received in writing) | Sufficient notice as per TIS National Cancellation Policy (see link below) | (No charge) | (No charge) |
| | | Less than sufficient notice as per TIS National Cancellation Policy (see link below) | Minimum charge one day (see above) | Minimum charge one day (see above) |
| Extended Travel Assignment travel costs ² | Interpreter's own vehicle | Per kilometre | \$1.03 | \$0.94 |
| | Travel fares | Reimbursement of fare | Actual cost | Actual cost |
| | Overnight travel allowance (includes meals and incidentals) | Per overnight stay | \$158.40 | \$144.00 |
| Other expenses | Postage/telephone etc. | Reimbursement of expense | Actual cost | Actual cost |

¹ Standard hours are 8am to 6pm Monday-Friday. After hours are (6pm to 8am Monday-Friday and all day Saturday, Sunday & public holidays). These times relate to Australia.

² On-site jobs involving travelling 100km or more from work/home of interpreter will incur travel costs.